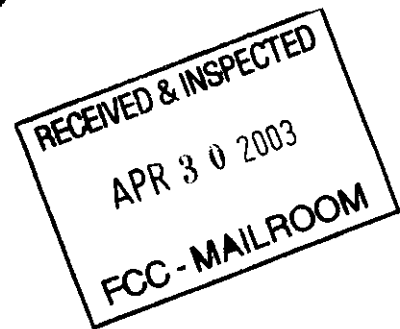


**Teleperformance USA**

April 23, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I currently work for: Teleperformance USA
2200 East Devon, Suite 200
Des Plaines, Illinois 60018

We are a very reputable telemarketing company that sells products for the top banks, retailers and insurance companies across the United States. I personally have been in this business for 30 years managing field operations and thousands of people across the country.

Unfortunately, the bad telemarketers that you are going after are only a few. All the major companies that I have worked for have focused on quality and providing customer service for our client base. We have always followed industry laws and rules.

I have already seen the ramifications of your new regulations and the impact has been tremendous. Our calling volume is one-half what it was last year. Trying to stay afloat... **we have closed 5 centers during the 1st quarter of 2003. Over a 1,000 people have lost their jobs.** In our centers not closed to this point we are operating at 50% to our capacity. That meant **we had to layoff another 1,000 employees.** I know this is happening throughout the industry. **You will put millions of people out of work.** A lot of these people live in small communities where there are no other jobs available.

I oppose the National DNC list and restrictions on Predictive Dialers that supports not only myself, but also thousands of other people in our company. I support the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Raymond A. Franze
409 Park Barrington Drive
Barrington, Illinois 60010

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